

# Community Development Questionnaire



## Reflection on 2015

What have you been focussing on in 2015?

What have been the biggest barriers to success?

## 2016 Focus

What is likely to be your areas of focus in Quality & Customer Experience for you and your business in 2016?

**Please circle from 1-4:**

- 1) Won't be looking at
- 2) Will rarely look at
- 3) Occasional focus
- 4) Key focus area

Area of focus	You	Business
	1 2 3 4	1 2 3 4
Assessment - criteria, form, process		
Compliance & regulation		
Calibration and consistency		
Customer journeys		
End to end assessment		
Voice of the customer		
Customer experience		
Customer effort & customer ease		
Coaching & feedback skills development		
Knowledge management		
Speech and text Analytics		
Omni-channel / Multi-channel		
Other please add below		

## 2016 Development

What do you and your colleagues need to develop in order to deliver your 2016 areas of focus?

**Please circle from 1-3**

- 1) Not important
- 2) Comfortable in this area
- 3) Would like to develop skills

Area of focus	You	Business
	1 2 3	1 2 3
Assessment accuracy and consistency		
Reporting techniques		
Process redesign		
Statistical Analysis		
Coaching and feedback techniques		
Asking the right questions		
Benchmarking Capability		
Greater understanding or regulatory requirements		
Bringing data together		
Creating Insight		
Communicating data		
Cross functional collaboration / Breaking down barriers		
Recruitment / Talent management		
Team Structure		
Getting stakeholder buy-in		
Automating processes		
Measuring Benefits		
Building a business case		
Other please add below		



**Support, resources & time**

(Please consider all support both within your organisation and what is provided through The Forum)

Typically, what type of support have you found most helpful/useful?

What else might support you going forward in 2016? (eg ring fenced time and prioritising actions)

Would you find it useful to meet outside of workshops and conferences, virtually, or locally?

What other support might you require to help make your change? (please circle)

*Specialist training*

*Models, templates and tools*

*Case studies*

*Benchmark data*

*Best practice site visits*

*University accredited training*

*Interim support*

*Virtual support*

*Onsite support*

*Talking to people in similar roles*

Other (Please state)

Name:

**Challenge**

Were you involved in the Quality Challenge this year (2015). Yes/No:

If Yes:

What have you found most useful this year?

What could have been done differently by the Forum, you, or your organisation to better support you in your role?

Were you aware of the Challenge in 2015?

If yes – what were the influencing factors in choosing not to take part?

What could we do differently in 2016 that would make you want to become involved?

Organisation: